

Darrell Pone
Retired physician/Author
National Medical Association
PO Box 304
Old Westbury, NY 11568
Daytime phone 516 333 3686
darrellpone@hotmail.com

I am a Physiatrist (physician in Rehabilitation Medicine)

The FCC needs to be patient when speaking with the disabled.

- Operators need to stay on the call long enough to get used to the way the PERSON with a speech disability talks.
- Operators should tell callers that everything is confidential.
- People with a speech disability need an easy way to reach Speech-To-Speech.
- The FCC must stop people in jails from abusing STS.
- More people with speech disabilities need to be taught to use STS.
- All these statements also apply to people who use STS on the computer.
- There should be competition, as that makes STS work better.
- The operators need to be paid enough so that they do a good job, and they need good training.